

## Terms and conditions for course bookings

Bookings are made subject to the following terms and conditions as set out below:

### 1. COURSE BOOKINGS

Course enquiries can be made by email, telephone or via our website, although to book onto a course, subject to availability, you must submit a completed booking form. All bookings will be confirmed by email.

### 2. PAYMENT BY INDIVIDUALS

Our standard payment terms require that the full amount to be paid at the time of booking. Payment can be made by credit/debit card on our website or via a Bank transfer. CHS Hub reserves the right to cancel your course booking should payment not be received by the required due date.

If payment issues arise, we urge you to contact us as soon as possible to discuss your options. You will not be able to attend the course if any fees remain unpaid by the start of the course.

### 3. TRANSFERING YOUR COURSE BOOKING OR AMENDING DELEGATE DETAILS

Should circumstances mean that you need to transfer to another course or change the details of the delegate attending the course, the following charges will apply:

- Once a course booking is confirmed, transfers made more than 28 days prior to the course start date will incur a NGN5,000 administration fee
- Transfers made with 27 to 15 days' notice given – 25% of the course fee
- Transfers made with 14 days or less notice – 50% of the course fee
- To change the attendee details, once a booking has been confirmed a NGN5,000 administration fee will apply regardless of notice period given

Fees will remain applicable for each transfer or change of delegate made.

All transfers must be taken within a period of six months where possible or unless otherwise agreed.

### 4. CANCELLATIONS

Should circumstances mean that you need to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than 28 days prior to the course start date – NGN5,000 administration fee
- 27 to 15 days prior to the course start date – 50% of the course fee
- 14 days or less prior to the course start date – full fee

If you have previously transferred your course from an alternative date and now wish to cancel altogether there will be a 25% administration fee payable, further to the charges listed above.

Cancellation must be confirmed in writing by email and received by the due date.

#### **5. FAILURE TO ATTEND/COMPLETE A COURSE**

If you do not attend a course or fail to complete the course in full, the full course fee remains payable and non-refundable.

#### **6. LATE ARRIVALS/MISSED SESSIONS/CONDUCT**

If you arrive late for a course or are absent from any session, CHS Hub reserve the right to mark you as failed. To conform with the requirements for regulated qualifications, attendance at all sessions is mandatory so it will be deemed that you have not met the assessment criteria if sessions are missed.

If your behaviour whilst attending a course is deemed as inappropriate, including threatening behaviour, bullying, racial or sexual harassment or generally disruptive to other delegates, you will be asked to leave the course. In all such cases, whether a classroom-based course or distance learning, the full course fee remains payable.

#### **7. CERTIFICATION**

Certificates are provided for successful completion of training/assessment as appropriate and are supplied only following full settlement of course fees. Instructor certificates can only be issued if all criteria are met. If at the time of completion of an instructor course you do not hold a suitable teaching qualification or have not forwarded evidence of holding the appropriate qualification, certificates will be held until such evidence is received, unless otherwise agreed.

#### **8. CANCELLATION BY CHS HUB**

On occasions, unforeseen circumstances may require CHS Hub to cancel a course or move to an alternative venue.

In such circumstances you will be given as much notice as possible and the option to transfer to another course or request a full refund of fees paid.